

Centre Assistant

Based: Future Business Centre, Cambridge Central and Cambridge North.
Reports to: Centre Manager
Hours: 28 hours working 4 days (must include Monday) a week, Monday to Friday from 9am to 5pm. Will also consider part time 3 days.
Salary: £18,400 for part time 28 hours (£23,000 full time equivalent)

About Us

Allia Future Business Centres offer award-winning flexible workspace and a vibrant community for small businesses who are creating change. **Allia Impact** runs free business support programmes and innovative funded projects. **Allia C & C** provide a wide range of services on funding for social and commercial enterprises. Working together, they are dedicated to supporting businesses to thrive, grow and create jobs, so that they can make a positive impact on their community, as well as addressing social and environmental global challenges.

Our people are pivotal to our success, and we have grown expediently. Our team is almost 50 strong in 3 locations and we continue to add to this number. We are an equal opportunities employer who embraces diversity, inclusion and flexible working.

We are looking for a highly motivated individual who can provide exceptional five-star customer service to all our clients by supporting the delivery of our busy reception and event hospitality services at Future Business Centres, Cambridge.

Role Responsibilities

- Delivering reception services during our core hours of 8.30am-5.30pm, including receiving, directing and responding to all calls, messages, sorting incoming and outgoing mail and assisting tenants and visitors.
- Occasionally assisting with tasks outside of core hours which may require early starts, late finishes and weekend working.
- Greeting and directing visitors and dealing with queries from tenants, visitors, customers and the general public including making them aware of relevant services that we offer.
- Taking enquires, managing bookings and organising the delivery of conference and meeting room bookings to include setting up spaces for bookings with the movement of furniture to the desired layout and setting up and delivering our catering offer.
- Providing accounts and financial support by checking details are correctly logged in our Customer Relationship Management System and generating necessary invoices, credit notes and taking card payments.
- Managing tenant information through our management information system and logging prospects and new clients in our CRM system, providing reports to management when required.
- Monitoring, and reporting on, maintenance issues in the building, including having responsibility for the reception area and the conference/meeting rooms.
- Providing general administrative support to the reception and operations team i.e. processing applications, filing, photocopying, scanning and purchasing supplies.

- Ensuring the Centre's appearance is maintained to a high standard, liaising with our cleaning and maintenance contractors, to ensure the safety, welfare and expectations of our tenants and visitors at all times.
- Delivering exceptional, 5-star, customer service at all times.
- Promoting, encouraging and assisting in creating a community spirit at the Centre.
- Any other task that is deemed as appropriate and within the competence of the individual.

Skills, Qualifications & Personal Attributes

- Experience of administration work using Microsoft Office/Office 365 (e.g. Outlook, Word, Excel)
- Experience of working in a customer-facing role, and an understanding of the need for excellent customer service skills
- A willingness to develop and also learn new computer programmes/systems
- An approachable, friendly and professional manner with a positive, can-do, attitude
- Excellent communication skills, with a high standard of spoken and written English
- Flexibility to work in Allia Future Business Centres in central and north Cambridge locations and to occasionally work outside of core hours.
- The ability to work effectively in a team and also on your own
- Organisational skills and able to meet deadlines under pressure
- Problem solving
- A motivation to do things and identify new ways of working, that improve the service we offer at the Centre.
- Being able to problem solve and work under own initiative when required.

Benefits

- Private Healthcare
- Company pension scheme
- Free on-site parking
- Bike2Work Scheme
- Various discounts, a Healthcare cash plan, wellness programme, electric car lease scheme through salary sacrifice (subject to eligibility) and more
- Life Insurance
- Flexible working
- Casual dress
- Previously awarded the best not for profit employer in the Eastern Region.
- Be a part of a community that drives innovation with a focus on addressing environmental and social challenges



We are committed to equality and diversity for our ventures, tenants, colleagues, volunteers, trustees, and supporters. We value the strength that comes with difference and the positive contribution that diversity brings to the communities in which we serve. We are working to increase diversity and would particularly welcome applications from groups that are currently under-represented, including those from a BAME background.

To apply for this role, please send an up-to-date CV with a supporting covering letter highlighting your skills and experience along with why we should consider you for the role and your salary expectations to recruitment@allia.org.uk . Applications will not be considered without this information.